

## **SYSTEMS INTEGRATOR**

### **DISTINGUISHING FEATURES**

The fundamental reason the System Integrator position exists is to provide high-level technical hardware and software support to users to improve and enhance computer systems to meet specific departmental business needs. Work includes assisting users with the evaluation, selection, acquisition and installation of hardware, software, and communications packages. Assists users in problem analysis and provides advice leading to improved productivity and better integration of technology into their business operations. Maintains relationships and fosters communication with the IS Department. This classification exists in several departments citywide. Work is performed with independence and receives general direction from a General Manager, Director, or Lead Systems Integrator. The Systems Integrator is distinguished from the Technology Coordinator classification by an in-depth knowledge and advanced technical skills required for the departmental application software.

### **ESSENTIAL FUNCTIONS**

Provides the "day-to-day" administration and maintenance of the department's one or more systems.

Evaluates and analyzes departmental processes, procedures, and work flow to determine the feasibility of different technology options and solutions to meet their requirements.

Assists in system analyses, computer configuration, planning and training of employees on the department's automated systems to ensure optimal performance of the systems.

Resolves common operational problems for users in their department.

Researches, tests and evaluates new software applications and upgrades of existing applications. Implements the installation and upgrades to the systems.

Designs and develops the department's webpages.

Assists in providing technical direction and support, including budget projections, for the department in determining current and future software and hardware needs.

Develops procedures manual and related forms to ensure smooth operations of information systems.

Serves as a liaison to the Information Systems Department. Assists in prioritization, submission, and implementation of requests for service for the department.

Other duties as assign.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills and Abilities**

##### **Knowledge of:**

The department's business to apply technical solutions

Microsoft NT and the related Office software programs

Open systems hardware and software and integration and commonly used hardware peripherals

Safeguards and security procedures

FrontPage, Access

**Ability to:**

Utilize programming languages to troubleshoot and revise the software application to meet the specific business needs of the department.

Listen and communicate effectively with a diverse group of people including users, managers, and vendors to address concerns and recommend alternatives.

Describe in detail each of the steps needed in the solution of a problems and arrange these steps in a logical sequence.

Make oral and written presentations of system analysis and design considerations in a clear, concise, and non-technical manner using proper sentence construction and grammar.

Manipulate and create data tables to troubleshoot problems or enhance data information.

Operate a variety of standard office equipment requiring continuous and repetitive arm, hand and eye movement.

Lift and move computer equipment weighing up to 20 pounds.

Make independent actions or decisions on technical issues.

Comprehend and make inferences from written material.

**Education & Experience:**

Any combination of education and experience equivalent to 4 years of experience in systems analysis or design, testing and implementation of computer-based information systems.

**FLSA STATUS:** Exempt

**HR ORDINANCE STATUS:** Unclassified